

**Valid for all customers without separate hotline contract**  
In order to process your requests even more quickly and efficiently,  
we have optimized our hotline service:

hotline number: **+49 1803 7152 00\***

e-mail address: **service@vitronic.com**

Your requests will be accepted and immediately processed. For all customers without a special hotline contract, we provide support from Monday to Friday, 8:00 am to 5:00 pm Central European Time\*\*. For a smooth handling, please use exclusively the contact information above.

## Your Request

Support has to be requested via email. VITRONIC will confirm your request.

## Costs for Hotline Support

VITRONIC charges generally a rate of 160 euros for the first hour of every support case; additionally time is billed in 15-minutes-cycles. If on-site service is required, extra charges apply\*\*\*.

The use of the hotline is free for warranty cases.

## Spare Parts

If spare parts are required during processing, the terms of the spare parts offer will apply. Please contact [spareparts@vitronic.com](mailto:spareparts@vitronic.com) for spare parts orders independent of a support case; specify the number of the spare parts and the article numbers.

## Hotline Team

Your request will always be processed competently. It may be handled by employees who are unknown to you. Please note that personalized support requests may lead to time delays.

## Extended Hotline and Service Contract

You would like to profit from expert consultation even beyond the office hours mentioned above? We are looking forward to offer you an extended hotline and service contract customized to your needs. Please contact us.

We are here for your support.  
Your VITRONIC team

Please also forward this information to the operations and installation staff of your production department or your end customer.

\* Information on the 0180 number: Germany: 9 cent/min from the German public switched telephone network; rates for mobile communications differ, max. 42 cent/min. International: Please contact your local provider to inquire about the costs for outbound calls to Germany.

\*\* Except legal holidays in Germany, as well as the period from December 24th up to and including January 1st of each year.

\*\*\* Status as of July, 2017: Rates for services: we charge the following for labor and waiting periods that are carried out on a per-call basis as specified in the contract or exceed the contractually agreed scope: set-up, installation, maintenance: 98.00 €/h; project execution, commissioning, service: 129.00 €/h; senior (field) engineer, (project) manager: 144.00 €/h. Travel times are determined across-the-board based on 80 km/h regardless of the actual travel time. Travelling expenses for car trips amount to €0.75 per km and for a service vehicle with €0.90/km. Public transportation, costs for overnight accommodations and expenses are charged based on proof of actual expenditures. Expenses for overnight accommodations are subject to administrative costs.